



## **Nation wide patient satisfaction surveys: Using benchmark information including *best practices*: patient satisfaction Dutch academic hospitals increases during the years**

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## Objective:

Measuring quality of care by using benchmark information including *best practices* from nation wide patient satisfaction surveys in Dutch academic hospitals



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## Research background (1):

- Core Questionnaire for the assessment of patient satisfaction in academic hospitals (COPS) developed in 2002
- Short, core instrument to screen patient satisfaction
- Based on needs of patients in academic hospitals



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## Research background (2):

- Need for transparency, pressure from outside
- Discriminative power for benchmarking between hospitals
- COPS proved to be reliable and valid ( $\alpha = .79 - .88$ )
- Suitable for clinical and outpatient situation



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## Research background (3):

### **COPS consists of six dimensions of care:**

- reception/admission procedure
- nursing care
- medical care
- information
- patient autonomy
- discharge and aftercare



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## Methods (1):

- COPS is used in three nation wide comparative studies: 2003, 2005 and 2007
- All (8) academic hospitals in the Netherlands
- 17 main medical specialties clinical and 22 medical specialties outpatient situation
- 250 patients from every clinical and outpatient department (total approx. 80.000 each year)



## Methods (2):

- Compared groups using T-tests
- Results were reported when significant ( $p < 0.05$ ) and relevant (Cohen's  $d > 0.2$ )
- Benchmark overview: overall comparison of all specialties of the 8 hospitals for clinical and outpatient departments
- Benchmark overview accessible for public



## Methods (3):

- *Best practices* were assigned
- Trend analyses were reported in 2005 and 2007 for the individual hospitals
- Hospitals used the information for interventions to improve patient satisfaction
- Visiting *best practice*-hospitals gives input for improvements



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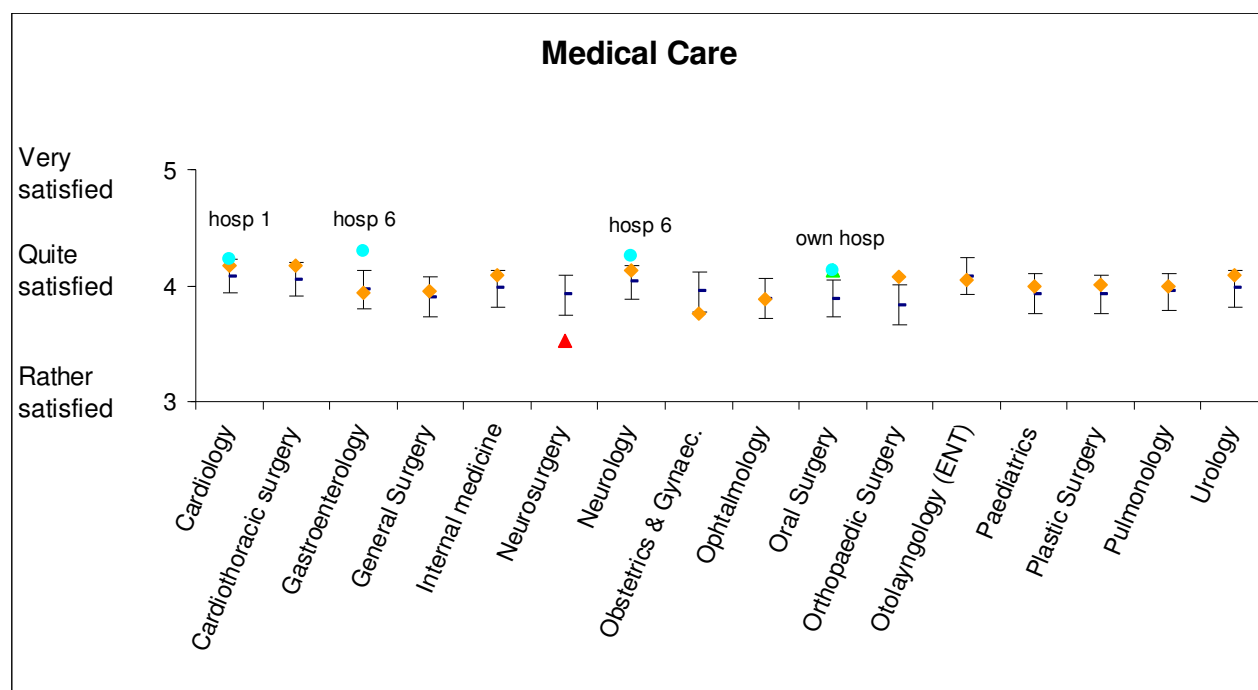


## Results (1):

- Respons rate 53% each measurement
- Patient satisfaction increases during the years
- The 2007 measurement showed relevant differences in satisfaction on a hospital level on two dimensions in the clinical setting.



## Results (2): patient satisfaction on dimension medical care





## Results (3): Benchmark overview

Specialities	hospital 1	2	3	4	5	6	7	8
Cardiology		●					○	
Cardiothoracic surgery								
Gynaecology and Obstetrics					● ★			
General surgery					▲			
Internal Medicine				▲				
Otolaryngology (ENT)		○						
Paediatrics			○				● ★	
Pulmonology					▲ ★ ■			
Gastroenterology				×				
Neurosurgery		● ▲ ■					×	
Neurology								
Ophthalmology		■ ×				●		
Orthopaedic surgery		○ ★						
Plastic surgery								
Urology								

- = reception/admittance
- = nursing care
- ? = medical care
- = information
- ★ = patient autonomy
- × = discharge and after care



## Conclusions and implications:

### COPS makes it possible to:

- compare hospitals;
- give benchmark information on a hospital as well as a specialty level;
- monitor patient satisfaction by trend analyses;
- show *best practices*.

### In order to:

- visit *best practice* hospitals and
- make interventions based on these measurements to improve their quality of care.